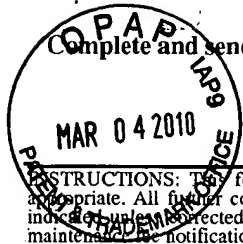


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CENTRAL COAST PATENT AGENCY, INC
 3 HANGAR WAY SUITE D
 WATSONVILLE, CA 95076

03/04/2010 HDESTA2 00000085 122325 10603630

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Patty Giebler (Depositor's name)
Patty Giebler (Signature)
3-2-10 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/603,630	06/24/2003	Joseph B. Agusta	P5087C1	2917

TITLE OF INVENTION: METHOD AND APPARATUS FOR SKILLS-BASED TASK ROUTING

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1510	\$300	\$0	\$1810	03/08/2010

EXAMINER	ART UNIT	CLASS-SUBCLASS
NGUYEN, QUYNH H	2614	379-265120

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

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- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
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1 Donald R. Boys
 2 Central Coast
 3 Patent Agency, Inc.

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(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Genesys Telecommunications Laboratories, Inc.

San Francisco, CA (US)

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- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Patty Giebler

Date

3-2-10

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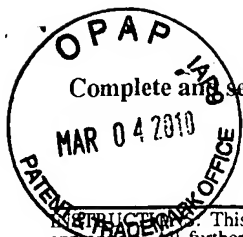
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Registration No. _____

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<u>Patty Giebler</u>	(Signature)
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Patty Giebler

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Patty Giebler

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